



Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

Marion County Growth Services - Training Room
2710 E. Silver Springs Blvd., Ocala, FL 34470

December 8th, 2022 - 10:00 AM

AGENDA

- 1. CALL TO ORDER AND ROLL CALL**
- 2. PLEDGE OF ALLIGENCE**
- 3. PROOF OF PUBLICATION**
- 4. ACTION ITEMS**
 - A. Grievance Procedures - Page 3**
 - B. ByLaws - Page 14**
 - C. Board Elections – Vice Chair - Page 21**
 - D. Board Elections – Grievance Subcommittee (need 5 members) - Page 23**
 - E. Meeting Schedule for 2023 - Page 24**
- 5. CONSENT AGENDA**
 - A. Minutes September Meeting - Page 26**
- 6. DISCUSSION ITEMS**
 - A. Volunteers for CTC Evaluation**
 - B. 2023 Discussion Topics for Presentations**
- 7. COMMENTS BY TDLCB MEMBERS**
- 8. COMMENTS BY TPO STAFF**
 - A. Safety Action Plan Update - Page 50**
- 9. COMMENTS BY TRANSPORTATION COORDINATOR (CTC)**
- 10. PUBLIC COMMENT (Limited to 2 minutes)**
- 11. ADJOURNMENT**

All meetings are open to the public, the TPO does not discriminate on the basis of race, color, national origin, sex, age, religion, disability and family status. Anyone requiring special assistance under the Americans with Disabilities Act (ADA), or requiring language assistance (free of charge) should contact Liz Mitchell, Title VI/Nondiscrimination Coordinator at (352) 438-2634 or liz.mitchell@marioncountyfl.org forty-eight (48) hours in advance, so proper accommodations can be made.

Pursuant to Chapter 286.0105, Florida Statutes, please be advised that if any person wishes to appeal any decision made by the Board with respect to

any matter considered at the above meeting, they will need a record of the proceedings, and that, for such purpose, they may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

*The next regular meeting of the Ocala Marion Transportation Disadvantaged Local Coordinating Board will be held on **March 9, 2023.***



TO: TDLCB Board Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: Grievance Procedures

Summary

TPO staff annually reviews and/or amends the TDLCB Grievance Procedures to assure that all elements of the Grievance Procedures are in alignment with Florida statutes, regulations and codes. The Grievance Procedures serve to guide the TDLCB in satisfying any concerns or issues by any person(s) with regard to the services provided by Marion Transit in its role as the Community Transportation Coordinator (CTC).

As part of the Grievance procedures a Grievance Subcommittee is formed with volunteers from the TDLCB Board members to oversee and resolve any complaints that may arise. The Grievance Subcommittee's current members are as follows:

- Jeffrey Askew
- Steven Neal
- Keith Fair
- Anissa Pieriboni

Attachment(s)

Grievance Procedures document

Action Requested

Board Approval and Chair signature

Any additional comments and/or suggestions please contact Liz Mitchell, liz.mitchell@marionfl.org.

GRIEVANCE PROCEDURES

OCALA MARION TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Article 1: Preamble

The following will set forth the grievance procedures which shall serve to guide the Ocala Marion TPO Transportation Disadvantaged Local Coordinating Board (TDLCB). The Community Transportation Coordinator (CTC) will receive and attempt to satisfy any concerns by any person(s). If for any reason the complainant is not satisfied with the resolution determined by the CTC then the procedures herein will assist in acquiring a satisfactory resolution. This will provide procedures and policies for fulfilling the requirements of chapter 427, Florida Statutes, Rule 41-2 of the Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the establishment of grievance procedures.

Article II: Name and Purpose

Name: The Grievance Committee is a Subcommittee of the Transportation Disadvantaged Local Coordinating Board, but will hereinafter be referred to as the Grievance Subcommittee.

Purpose: The primary purpose of the Grievance Subcommittee is to process, investigate and make recommendations to any and all unresolved grievances and/or complaints. To provide a formal grievance process by the TDLCB to address concerns by any person or agency including but not limited to, users, potential users, agencies, and other interested parties. The Grievance Subcommittee will provide a mechanism for issues to be brought before the committee which shall meet as often as necessary to address unresolved complaints in a timely manner.

Article III: Definitions

1. Community Transportation Coordinator (CTC): An entity and or person appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.
2. A Grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life sustaining activities.
3. Service Complaint: Any routine incidents and/or dissatisfaction that occur, are reported to the driver, dispatcher, or other individuals involved with the daily operations, and are

resolved within the course of a reasonable time period suitable to the complainant.
Service complaints may include but are not limited to:

- a. Late trips (late pickup, late drop off, and/or late returns)
 - b. No-show by Transportation Operator
 - c. No-show by client
 - d. Client Behavior
 - e. Driver Behavior
 - f. Passenger discomfort
 - g. Refusal of service to client for any reason
4. Formal Grievances: A written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services by the Transportation Operator, Community Transportation Coordinator, agencies, or Local Coordinating Board. Formal Grievances may include, but are not limited to:
- a. Chronic or unresolved service complaints
 - b. Violation of specific laws governing the provision of Transportation Disadvantaged Services (i.e., Chapter 427 of Florida Statutes, Chapter 41-2 of Florida Administrative Code and accompanying documents, Sunshine Law and/or ADA violations)
 - c. Contract disputes (Agencies/Operators)
 - d. Bidding disputes
 - e. Agency compliance
 - f. Conflicts of interest
 - g. Supplanting of funds
 - h. Billing and/or accounting procedure violation
 - i. Denials of applications for paratransit services

Article IV: Membership

1. Members of the Grievance Subcommittee shall serve on a voluntary basis and shall consist of at least five (5) voting members.
2. Each member of the Grievance Subcommittee shall serve at the discretion of the TDLCB.
3. The CTC shall not serve on the Grievance Subcommittee.
4. Grievance Subcommittee members will meet if a grievance is brought before the committee.

5. When a meeting of the Grievance Subcommittee is necessary, staff to the TPO shall schedule the meeting. Meetings shall be held at the time and place as the Grievance Subcommittee may determine.
6. The Members shall serve a term of one year, with allowances for multiple terms.
7. The Grievance Subcommittee shall elect a Chairperson and Vice-Chairperson.
8. A simple majority shall be present in any official action.
9. No voting member will have a vote on an issue that is deemed a conflict of interest.

Article V: Filing Complaints and Grievances – STEP 1

10. All formal grievances must contain the following:
 - a. Must submit in writing
 - b. Name and address of complainant
 - A clear and concise statement of the grounds for the grievance and supplemented by supporting documentation
 - Exact date and time of incident
 - Exact location of incident
 - Any witnesses to incident (including name and address)
 - Vehicle unit number, license number, color and type
 - Any other information affiliated with the complaint
 - c. An explanation by the complainant of the improvements needed to address the complaint

All written complaints can be sent to:

Marion Senior Services
1101 SW 20th Court
Ocala, Florida 34471

A complaint form has been created (see page 8) indicating all of the above-mentioned items.

11. The CTC must post the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance in each of their vehicles in plain view of riders.
12. The CTC will have ten (10) working days from the date of notification of the complaint to address or investigate the problem.

13. The CTC will investigate the problem and respond in writing, within ten (10) working days of notification to the complainant as to what action was taken. Such action will contain an explanation of the facts that lead to the CTC's decision and provide a method or ways to bring about a resolution.
14. The Grievance Subcommittee and TDLCB Board will receive a copy of all grievances and responses.

Article VI: Appeal Process – STEP 2

1. If the complainant is dissatisfied with the CTC's response and/or recommendation they may file an appeal with the Grievance Subcommittee.
2. The complainant may only file after they have sought satisfaction directly from the CTC and received a response. Complainant must demonstrate that they have unsuccessfully attempted to resolve the issue with the CTC. Every effort will be made by the CTC to resolve service problems. However, if unable to resolve the problem and/or the complainant wishes to take further action, then the CTC will provide the complainant with assistance in following the Grievance Procedures.
3. The appeal must be filed within ten (10) days from the date of notification of final decision from the CTC.

The appeal must be in writing and addressed to:

Ocala Marion Transportation Planning Organization
ATTN: TDLCB Grievance Subcommittee
2710 E. Silver Springs Blvd.
Ocala, Florida 34470

4. Once an appeal has been received, the Grievance Subcommittee shall meet and render its recommendation within thirty (30) working days of the date the appeal was filed.
5. The complainant shall be notified in writing of the mutually agreed upon date, time and place where the appeal shall be heard. This written notice shall be mailed at least ten (10) working days in advance of the meeting.

6. A written recommendation will be rendered to all parties involved within ten (10) working days from the date of the recommendation and will include the following, in writing:
 - a. Statement that a meeting was held and the involved parties were given an opportunity to present their position(s).
 - b. The issues discussed and clearly defined
 - c. Reason(s) for the recommendation based on the information provided
7. Grievance Subcommittee must report all grievances and recommendations to the full Transportation Disadvantaged Local Coordinating Board.

Article VII: Appeal to the Transportation Disadvantaged Local Coordinating Board – STEP 3

1. If the complainant is dissatisfied with the recommendation of the Grievance Subcommittee he/she may continue the appeal process with the TDLCB as follows.
2. The appeal must be in writing and filed within ten (10) working days from the date of final recommendation from the Grievance Subcommittee.
3. Appeal to the TDLCB can only be filed after the complainant has sought satisfaction directly from the Grievance Subcommittee.
4. The appeal should demonstrate a clear violation of a specific law, regulation, contractual agreement, or circumstance.

Address all appeals to:

Ocala Marion Transportation Planning Organization
ATTN: TDLCB
2710 E. Silver Springs Blvd.
Ocala, Florida 34470

5. Once an appeal has been received, the TDLCB shall meet and render its recommendation within sixty (60) working days of the date the appeal was filed.
6. The complainant shall be notified in writing of the mutually agreed upon date, time and place where the appeal shall be heard. This written notice shall be mailed at least ten (10) working days in advance of the meeting.

7. A written recommendation will be rendered to all parties involved within ten (10) working days from the date of the recommendation and will include the following, in writing:
 - a. Statement that a meeting was held and the involved parties were given an opportunity to present their position(s).
 - b. The issues discussed and clearly defined
 - c. Reason(s) for the recommendation based on the information provided

Article VIII: Appeal to the Commission for the Transportation Disadvantaged – STEP 4

If the complainant is dissatisfied with the recommendation of the TDLCB, he/she may continue the process with the TD Ombudsman Program by calling the following number(s): 1-800-983-2435. For hearing and speech impaired customers call, 711 (Florida Only) Florida Relay System or (850) 410-5708 for TTY via written correspondence to:

Florida Commission for the Transportation Disadvantaged
Attn: Ombudsman Program
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450

Article IX: General

The Transportation Disadvantaged Local Coordinating Board Grievance Procedures may be amended by a two-thirds (2/3) vote of members present, if a quorum exists, and all Members have been notified of proposed changes at least seven (7) working days in advance of the meeting.

The implementation of these rules and procedures will ensure quality control and the ability to provide an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.

Apart from this grievance/appeal process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Ocala Marion TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted by the Ocala Marion TPO Transportation Disadvantaged Local Coordinating Board on the 8th day of December 2022.

Commissioner Michelle Stone, TDLCB Chairperson

Robert Balmes, TPO Director

COMPLAINT FORM

OCALA MARION TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Complainant(s) Name:	Complainant(s) Address:
Complainant(s) Phone Number:	Complainant(s) Email:
Complainant(s) Representative's Name, Address, Phone Number and Relationship (e.g. friend, attorney, parent, etc.):	
Names of the Individual(s) Whom You Allege a Complaint Against (If Known):	
Name and Address of Agency, Institution, or Department Whom You Allege a Complaint Against:	

Date of incident:	Vehicle Unit/License No.-Color-Type	Time of Incident:
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Please list the name(s) and phone number(s) of any person, if known, that can be contacted for additional information to support or clarify your allegation(s):
Please explain as clearly as possible HOW, WHY, WHEN and WHERE is your alleged complaint. Include as much information as possible. Additional pages may be attached if needed.
Please indicate what would be an acceptable resolution:

Complainant(s) or Complainant(s) Representatives Signature:	Date of Signature:
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Please submit to: Address in the step process

Additional Pages are attached.

TDLCB COMPLAINT TRACKING FORM

Name of Complainant: _____

COMPLAINT TO THE CTC –STEP 1

File Number _____

Date of 1st. Complaint: _____

Date of 1st. Resolution: _____

Action Taken (including date of letter): _____

APPEAL = COMPLAINT TO THE TDLCB GRIEVANCE SUBCOMMITTEE – STEP 2

Date of 2nd Complaint: _____

Date of 2nd Resolution: _____

Date of Subcommittee Hearing: _____

Action Taken (including date of letter): _____

APPEAL = COMPLAINT TO THE TDLCB – STEP 3

Date of 3rd Complaint: _____

Date of 3rd Resolution: _____

Date of TDLCB Hearing: _____

Action Taken (including date of letter): _____

APPEAL = TO THE COMMISSION FOR THE TRANSPORTATION DISADVANTAGED – STEP 4

Date sent: _____



TO: TDLCB Board Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: ByLaws

Summary

TPO staff annually reviews and/or amends the TDLCB Bylaws to assure that all elements of the Bylaws are in alignment with Florida statutes, regulations and codes. The Bylaws guide the TDLCB in assisting Marion Transit in its role as Community Transportation Coordinator (CTC) deliver quality service to our Transportation Disadvantaged (TD) community.

Attachment(s)

Bylaws document

Action Requested

Board Approval and Chair signature

Any additional comments and/or suggestions please contact Liz Mitchell, liz.mitchell@marionfl.org.

BYLAWS OF THE OCALA MARION TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

Article I: Preamble Section 1: Preamble

The following sets forth the bylaws, which shall serve to guide the proper functioning of the coordination of transportation disadvantaged (TD) through the Ocala Marion Transportation Disadvantaged Local Coordinating Board (TDLCB). The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (FS); Rule 41-2, Florida Administrative Code (FAC); and subsequent laws setting forth requirements for the coordination of transportation services to the TD.

Article II: Name and Purpose

Section 1: Name: The name of the coordinating board shall be the Ocala Marion TDLCB, hereinafter referred to as the Board.

Section 2: Purpose: The primary purpose of the Board is to identify local service needs and provide information, advice, and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the TD pursuant to Chapter 427.0157, FS.

Article III: Membership, Appointment, Term of Office, and Termination of Membership

Section 1: Voting Members: In accordance with Chapter 427.0157, FS, the designated official planning agency for Ocala Marion County, which is the Ocala Marion Transportation Planning Organization (TPO), shall appoint all members of the Board.

The following agencies or groups shall be represented on the Board as voting members:

1. One local elected official, who will serve as Chairperson.
2. A local representative of the Florida Department of Transportation.
3. A local representative of the Florida Department of Children and Families.
4. A local representative of the Public Education Community, which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, Department of Education or Head start Program in areas where the School District is responsible.
5. In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education.
6. A person recommended by the local Veterans Service Office representing the veterans of the County.
7. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the County.
8. A person over sixty representing the elderly in the County.
9. A person with a disability representing the disabled in the County.

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10. Two citizen advocate representatives in the County; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation.
11. In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the CTC.
12. A local representative of the Florida Department of Elder Affairs.
13. An experienced representative of the local private for-profit transportation industry. In areas where such representative is not available, a local private nonprofit representative will be appointed, except where said representative is also the CTC.
14. A local representative of the Florida Agency for Health Care Administration.
15. A representative of the Agency for Persons with Disabilities.
16. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes.
17. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community-based services, etc.

Section 2: Alternate Members: Each member of the Board may name one alternate in writing who may vote only in absence of that member on a one-vote-per-member basis.

Section 3: Nonvoting Members: Additional non-voting members may be appointed by the TPO.

Section 4: Terms of Appointments: The Chairperson and State & community agency representatives shall not be restricted to term limits because of the membership agency requirements by the Commission for the Transportation Disadvantaged. The Chairperson shall serve until being replaced by the TPO. The State or community partners shall serve as long as they are individually able or decide to nominate another representative from their respective agency. There are an additional two positions that are not considered Chairperson or a State or community partners and they are citizen representatives that are either a disabled person or an elderly individual who utilizes TD services. Appointments to the Board for non-agency positions will be chosen utilizing the following procedures: Suitable candidates will be solicited from the pool of riders who accurately represent one of these two positions. These individuals will be requested to complete an application for appointment to the TDLCB. The Chairperson of the Board, the Director of Marion Transit (MT) and one TPO representative will review the application(s) and make their recommendations to the Board. The Board will then vote on the recommendation(s) for appointment of the new member(s). The length of term for these two positions will be for one (1) year with the possibility of two one (1) year extensions for a total of three (3) years. After three (3) years, new appointments for these two positions must be made.

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Section 5: Termination of Membership: Any member of the Board may resign at any time by notice in writing to the Chairperson. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the TPO Director.

Section 6: Membership Attendance: Each member of the Board is expected to demonstrate his/her interest in the Board's activities through attendance of the scheduled meetings, except for reasons of an unavoidable nature. In each instance of an avoidable absence, the absent member should ensure that his/her alternate attends. Should a Board member miss two consecutive meetings, an attendance reminder letter will be sent to that member. The letter is to remind each member of attendance requirements and requests that the member notify the Board of his/her intention to remain on the LCB. Based on this response, appropriate action may be taken by the Board.

Article IV: Officers and Duties

Section 1: Number: The officers of the Board shall be a Chairperson and a Vice-Chairperson.

Section 2: Chairperson: The TPO shall appoint one of its members, who are an elected official, to serve as the official Chairperson for all Board meetings. The Chairperson shall preside at all meetings, and in the event of his/her absence or at his/her direction, the Vice-Chairperson shall assume the powers and duties of the Chairperson. The Chairperson shall serve until replaced by the TPO. If the Chairperson and Vice-Chairperson are absent at the same time, the body shall appoint a member to act as chair in their absence during that meeting.

Section 3: Vice-Chairperson: The Board shall nominate and elect a Vice-Chairperson at one of the regular meetings each year. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Board present and voting at the meeting. The Vice-Chairperson shall serve a term of one-year starting with the next meeting.

Article V: Board Meetings

Section 1: Regular Meetings: The Board shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157, FS, the Board shall meet at least quarterly.

Section 2: Emergency Meetings: An emergency meeting shall be called by the Board when in their opinion, an emergency exists which requires immediate action. When such a meeting is called, each Board member will be notified at least twenty-four (24) hours in advance, as will local media services, stating the date, hour, and place of the meeting, and the purpose for which it is called. There shall be no other business transacted at that meeting outside of the stated purpose for the emergency meeting.

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Section 3: Notice of Meetings: A notice and an agenda shall be sent to all Board members, other interested parties, and the news media within a reasonable amount of time prior to the Board meeting. Such notice shall state the date, time, and place of the meetings.

Section 4: Quorum: At all meetings of the Board, the presence in person of six (6) of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business. In the absence of a standard quorum, if there are at least four (4) voting members present and the actions of particular items is absolutely necessary, those members may elect to make a motion and with a second may continue to address the business at hand on the agenda advertised for that day only. These actions will be deemed acceptable to pass on to the TPO Board or State agencies. If no quorum is present, or an emergency quorum is not deemed necessary, any actionable business may not be transacted which might have been transacted at the meeting as originally called. The Chairperson shall recess the meeting until a quorum shall be present.

Section 5: Voting: At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these By-laws, shall be decided by the vote of a majority of the members of the Board present.

Section 6: Parliamentary Procedures: The Board will conduct business using parliamentary procedures according to Robert's Rules of Order, except when in conflict with these Bylaws. Section 6: Minutes. The Clerk of the Circuit Court, Board of Records, shall maintain an official set of minutes for each Board meeting. The minutes shall include an attendance roster and reflect official actions taken by the Board. Copies of all Board minutes shall be sent to the Commission for the Transportation Disadvantaged (CTD) office and the Chairperson of the TPO.

Article VI: Staff

Section 1: General: The TPO shall provide the Board with sufficient staff support and resources to enable the Board to fulfill its responsibilities as set forth in Chapter 427.0157, FS. These responsibilities include providing sufficient staff to manage and oversee the operations of the Board and assist in the scheduling of meetings, preparing meeting agenda packets, and other necessary administrative duties as required by the Board within the limits of the resources available.

Article VII: Board Duties

Section 1: Board Duties: The Board shall perform the following duties as specified in Chapter 427.0157, FS.

1. Review and approve the Transportation Disadvantaged Service Plan, including the Memorandum of Agreement, prior to submittal to the Commission.

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2. Evaluate services provided in meeting the approved plan.
3. In cooperation with the CTC, review and provide recommendations to the CTD on funding applications affecting the TD.
4. Assist the CTC in establishing eligibility guidelines and priorities with regard to the recipients of non-sponsored TD services that are purchased with TD Trust Fund monies.
5. Review the coordination strategies of service provision to the TD in the designated service area.
6. Evaluate multi-county or regional transportation opportunities.
7. **Work cooperatively with local Welfare Transition Program (WTP) coalitions established in Chapter 445, FS, to provide assistance in the development of innovative transportation services for WTP participants.**
Work cooperatively with local workforce development boards established in Chapter 445, to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

Text highlighted in yellow will replace text in red. Text in yellow is being changed to match the exact verbiage in Chapter 445, FS, ruling.

**BYLAWS OF THE
OCALA MARION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

Article VIII: Subcommittees

Section 1: Subcommittees: As necessary, the Chairperson shall designate subcommittees to investigate and report on specific subject areas of interest to the Board and to deal with administrative and legislative procedures. A Grievance Subcommittee shall be established to serve as a mediator to process and investigate complaints from agencies, users, potential users of the system and the CTC in the designated service area, and make recommendations to the Board for improvement of service.

Article IX: Communication with Other Agencies and Entities

Section 1: General: The TPO authorizes the Board to communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, FAC.

CERTIFICATION

The undersigned hereby certifies that he/she is the Chairperson of the Ocala Marion TPO Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the ByLaws of this Local Coordinating Board as adopted by the Ocala Marion TPO Transportation Disadvantaged Local Coordinating Board on the 8th day of December 2022.

Commissioner Michelle Stone, TDLCB Chairperson

Robert Balmes, TPO Director



TO: Committee Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: Election of Vice-Chair for 2023

Summary

Per the TDLCB Bylaws, a Vice-Chair shall be elected at the last regular meeting of the calendar year. This Officer may be elected by a majority of the present voting members. The term shall be for one full calendar year.

The current Vice-Chair is Andrea Melvin, Center for Independent Living.

Attachment(s)

- Current TDLCB Membership

Recommendation(s)

Elect a Vice-Chair for 2023.

If you have any questions, please contact me at: 352.438-2634.

TDLCB Member Roster- 2022

BOARD MEMBERS

Commissioner	
Chair- Michelle Stone -	Marion County
Jeffrey Askew -	Marion County Veterans Office
Ivonne Perez -	Agency for Health Care Admin
Lauren Debick -	Marion County School Board
Tracey Alesiani -	Agency for Persons with Disabilities
Susan Hanley -	Department of Elder Affairs
Carlos Colon -	FDOT
Iris Pozo -	CLM Workforce
Tracey Sapp -	Department of Health
Vice-Chair- Andrea Melvin -	Center for Independent Living
Anissa Pieriboni -	Florida Center for the Blind
Keith J. Fair -	Housing Finance Authority
Steven Neal -	City of Ocala –SunTran
Jeff Aboumrad -	Department of Education
Carressa Hutchinson	Florida Community Action Assoc.
Ronald Graham	Department of Children and Families



TO: TDLCB Committee Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: Grievance Sub-Committee Members for 2023

Summary

Per the TDLCB Grievance Procedures a Sub-Committee shall be selected at the last regular meeting of the calendar year. This Sub-Committee will be selected from five (5) volunteers of the present voting members. The term shall be for one full calendar year.

The current Sub-Committee Members are:

- Jeffrey Askew
- Steven Neal
- Keith Fair
- Anissa Pieriboni

Attachment(s)

- Grievance Procedures

Recommendation(s)

Select a Sub-Committee for 2023.

If you have any questions, please contact me at: 352.438-2634.



TO: TDLCB Committee Members

FROM: Liz Mitchell, Grants Coordinator/Fiscal Planner

RE: 2023 Proposed Meeting Time and Schedule

Summary

It is required that TDLCB members meet quarterly, at a minimum. A total of four (4) Transportation Disadvantaged Local Coordinating Board (TDLCB) Committee meetings are proposed during calendar year 2023. Meetings will take place quarterly on the second Thursday of the coordinating month at 10:00 AM. A draft meeting schedule is included with this memo.

Attachment(s)

- Proposed 2023 Meeting Schedule

Recommendation(s)

Approve meeting schedule and time for 2023.

If you have any questions, please contact me at: 352.438-2634.



2023 TDLCB Meeting Schedule

Ocala Marion Transportation Planning Organization (TPO) 2710 E. Silver Springs Blvd., Ocala, FL 34470
 Ocalamariontpo.org
 (352) 438-2630

Visit the Ocala Marion TPO website at Ocalamariontpo.org to view meeting updates.

Transportation Disadvantaged Local Coordinating Board (TDLCB) Quarterly at 10:00 a.m.			
All TDLCB Meetings are held quarterly on the second Thursday of the corresponding month. Meetings will be held at Marion County Growth Services Training Room 2710 E. Silver Springs Blvd. Ocala, FL 34470			
March 9, 2023	June 8, 2023	September 14, 2023	*December 7, 2023

**The December meeting will take place on the first Thursday of the month*

Meeting Deadlines and Public Notices

The Transportation Disadvantaged Local Coordinating Board (TDLCB) meetings take place quarterly on the 2nd Thursday of the month when scheduled.

Agenda Item Submission Deadlines:

- To TPO by **Monday 5:00 PM**, prior to the Thursday 7-day public notice (11 days in advance of meeting).

Agenda and Public Notices:

- Public notices and agendas are sent 7-days prior to the meeting per Florida Sunshine Law and the TPO's adopted Public Participation Plan (PPP).

<u>Contacts for Agenda Items:</u>	
Liz Mitchell	Liz.Mitchell@marionfl.org
Shakayla Irby	Shakayla.Irby@marionfl.org



Transportation Disadvantaged Local Coordinating Board (TDLCB) Meeting

Marion County Growth Services Training Room

2710 E. Silver Springs Blvd., Ocala, FL 34470

September 15, 2022

10:00 AM

MINUTES

Members Present:

Jeffrey Askew
Glorybee Perez
Tracey Sapp
Susan Hanley
Andrea Melvin
Anissa Pieriboni
Steven Neal (*arrived at 10:28am*)
Keith Fair

Members Not Present:

Michelle Stone
Lauren Debik
Carlos Colon (*listened to meeting via conference call*)
Iris Pozo
Elizabeth Watson
Carressa Hutchinson
Jeff Aboumrad
Ronald Graham

Others Present:

Rob Balmes, TPO
Shakayla Irby, TPO
Elizabeth Mitchell, TPO
Elizabeth Palmer, Salvation Army
Clayton Murch, Marion Senior Services
Karen Williams, Marion Senior Services
Herman Schulz, Marion Senior Services
Ken McKelvy, Marion Senior Services

Item 1. Call to Order and Roll Call

Vice-Chairwoman Andrea Melvin called the meeting to order at 10:07am. Secretary Shakayla Irby called the roll and a quorum was present.

Item 2. Pledge of Allegiance

Vice-Chairwoman Melvin led the board members in the Pledge of Allegiance.

Item 3. Proof of Publication

Secretary Shakayla Irby stated that the meeting had been published September 8, 2022 online on the TPO website and Facebook and Twitter pages, the City of Ocala, Belleview, and Dunnellon websites. The meeting was also published to the September 8, 2022 edition of the Ocala Star Banner.

Item 4. Ms. Elizabeth Palmer – The Salvation Army

Ms. Elizabeth Palmer with the Salvation Army presented to the board on the services that the Salvation Army provided.

Some of the key services of the Salvation Army were as follows:

- The Center of Hope- Trained staff that provide case management, clothing vouchers, ID cards, and other necessary assistance.
- Community Feeding- The Center of Hope provided two meals a day to thousands of homeless and low-income people every year.
- Family Thrift Store- Donations of goods, gently used items from caring people in Marion County enable the Salvation Army Family Thrift Store to provide household goods and clothing to those in need.
- Senior Housing- The Evangeline Booth Apartment complex has 64 apartments for low-income seniors. The housing is subsidized by HUD and thus adheres to all regulations.
- Emergency Shelter- The Salvation Army offer a 42-bed men's dorm, a 20-bed female dorm, and transitional housing for six family rooms.

- Holiday Programs- The Ocala Corps provides holiday meals at Thanksgiving and Christmas to those who would otherwise go without.
- Corrections Program- The ministry of the Salvation Army extends to prisoners and parolees. The Salvation Army operates Marion County’s Misdemeanor Probation Dept., working with Marion County courts to assist clients in fulfilling their court-ordered obligations.

Ms. Palmer also mentioned an Annual Red Kettle and Angel Tree Campaign. The event was an especially important time when kettles were brought out to ring at local stores and give out food to qualified Marion County individuals, families, and toys for children. Donations from the kettles are used throughout the year to support the Salvation Army services in the community. The Angel Tree program begins in October and ends in mid-December when the gifts are given out. Caring individuals and groups who take angel tags were making sure those children have presents to open on Christmas Day.

Item 5A. Annual Operating Report (AOR)

The TDLCB regularly reviewed and approved the AOR to remain concurrent with the State of Florida regulations as they related to the operations of the Florida Coordinated Transportation System. The Commission uses the forms to gather information needed to accurately reflect each CTC’s operating data, provide a statewide operational profile of the Florida Coordinated Transportation System, and evaluate certain performance aspects of the coordinated systems individually and as a whole.

Mr. Clayton Murch presented the AOR the board.

The report is attached to pages of this set of minutes for reference.

Mr. Askew made a motion to approve the Annual Operating Report (AOR). Mr. Fair seconded, and the motion passed unanimously.

Item 6. Consent Agenda

Ms. Sapp made a motion to approve the Consent Agenda. Mr. Askew seconded, and the motion passed unanimously.

Item 7. Discussion Items

Survey for 2022

Ms. Mitchell asked for volunteers to help with composing questions for the new upcoming survey.

Volunteers: Anissa Pieriboni and Jeffrey Askew (Ms. Andrea Melvin said she would check her schedule and let Ms. Mitchell know if she would be able to volunteer).

Change of Meeting Time and 2023 Schedule

Ms. Mitchell discussed the time and location of the TDLCB meetings.

There was board consensus to keep the time set at 10am and the location at the Marion County Growth Services Training Room.

The board was in consensus to change the meeting day to the second Thursday of each quarter. The meeting schedule for the upcoming year was set by the board as follows for the upcoming year:

- **March 9, 2023**
- **June 8, 2023**
- **September 14, 2023**
- **December 7, 2023**

Ms. Mitchell also informed the board that she attended the Transportation Disadvantaged (TD) Conference and it was mentioned that there would be recognitions of anyone in any position that provides an exceptional service for the TD community at the next conference. It was asked that nominations be provided prior to the next TD Conference. Ms. Mitchell said she would reach out to the board closer to the submission time to remind them.

Item 8. Comments by TDLCB Members

Ms. Pieriboni announced that a Community Development Block Grant had been awarded to Florida Center for the Blind to assist with the construction of a new preschool for visually impaired children in Marion County. This preschool would aim to remove many of the barriers that visually impaired children often face in school by equipping them with skills they need to succeed socially and academically alongside their sighted peers.

Ms. Sapp said that the Department of Health would be collaborating with Marion County Public Schools for National Walk to School Day on October 5th. The two schools that had been chosen were Wyomina Park Elementary School and Maplewood Elementary School. All participating partners would meet at a designated area at 6am and walk the children to school following the meeting.

Item 9. Comments by TPO Staff

Mr. Balmes provided a brief update on the Commitment to Zero Draft Safety Action Plan.

The draft of the Commitment to Zero Safety Action Plan would be released for a 30-day public review on September 20, 2022. The public review process would be from September 20 to October 20, 2022.

A notification would be sent to all TDLCB members on September 20 regarding the availability of the Action Plan for public review and comment. The Action Plan would be available on the project website: <https://ocalamariontpo.org/safety-plan>.

Mr. Balmes said that if members of the TDLCB wanted to discuss the draft Action Plan TPO staff would gladly schedule a meeting or conference call.

Mr. Balmes also thanked the TDLCB for providing great feedback and ideas at the Workshop meeting on June 16.

Item 10. Comments by CTC

Mr. Clayton Murch gave the following comments and updates.

- All Marion Transit drivers had taken Defensive Driving Courses and have seen a great impact on safety measures.
- On August 1st 2022 the starting wage for Marion Transit drivers increased from \$13 to \$15.
- Marion Transit was nearly fully staffed and just one driver short.
- Marion Transit was expecting the census to impact the Gold Line and potentially pull the line out of the funding source. Marion Transit was in the process of researching alternatives.
- Marion Senior Services parking lot paving had been delayed due to asphalt availability issues. The parking lot was expected to paved within the next few months. The grant deadline to pave the parking lot was June of 2023.
- Marion Transit had tablets on the buses and was expecting to have all buses with installed tablets by the end of October at the latest June of 2023.
- Marion Transit was in the process of getting spot mirrors for the buses.
- Ridership was up for Marion Transit and was expected to continue to increase with more clients utilizing the bus due to rising prices.

Item 11. Public Comment

There was no public comment.

Item 12. Adjournment

Vice-Chairwoman Melvin adjourned the meeting at 10:52am.

Respectfully Submitted By:

Shakayla Irby, TPO Administrative Assistant



CTC Organization

County: Marion

CTC Status: Submitted

Fiscal Year: 7/1/2021 - 6/30/2022

CTD Status: Under Review

Date Initiated: 7/12/2022

CTC Organization Name: Marion Senior Services, Inc.

Address: 1101 SW 20 CT

City: Ocala

State: FL

Zip Code: 34471

Organization Type: Private Non Profit

Network Type: Partial Brokerage

Operating Environment: Rural

Transportation Operators: No

Number of Transportation Operators: 0

Coordination Contractors: Yes

Number of Coordination Contractors: 2

Provide Out of County Trips: No

Local Coordinating Board (LCB) Chairperson: Commissioner Michele Stone

CTC Contact: Clayton Murch

CTC Contact Title: Transportation Director

CTC Contact Email: cmurch@marionseniorservices.org

Phone: (352) 620-3519

CTC Certification

I, Clayton Murch, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Commissioner Michele Stone, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



**Transportation
Disadvantaged**

Organization – Coordination Contractor

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 7/1/2021 - 6/30/2022

Upload Date: 9/1/2022

Coordination Contractor Name: Florida Center for the Blind, Inc.
Address: 1411 NE 22nd Avenue
City: Ocala
State: FL
Zip Code: 34470
Organization Type: Private Non Profit
Operating Environment: Rural
Provide Out of County Trips: Yes
Who Do You Serve: Individuals who are blind and visually impaired
Contact Person: Anissa M. Pieriboni
Contact Title: President/CEO
Contact Email: apieriboni@flblind.org
Phone: (352) 873-4700

Coordination Contractor Certification

By submission of this form, I, Anissa M. Pieriboni, as the authorized representative of Florida Center for the Blind, Inc. , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



Organization – Coordination Contractor

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 7/1/2021 - 6/30/2022

Upload Date: 8/26/2022

Coordination Contractor Name: ARC Marion, Inc.
Address: 2800 SE Maricamp Rd
City: Ocala
State: FL
Zip Code: 34471
Organization Type: Private Non Profit
Operating Environment: Rural
Provide Out of County Trips: No
Who Do You Serve: Persons with Disabilities
Contact Person: Sean McLaughlin
Contact Title: CEO
Contact Email: mclaughlin.sean@mcarc.com
Phone: (352) 387-2210

Coordination Contractor Certification

By submission of this form, I, Sean McLaughlin, as the authorized representative of ARC Marion, Inc. , hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____



CTC Trips

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	0	N/A	0
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	0	N/A	0
Deviated Fixed Route Service	4,620	N/A	4,620	2,756	N/A	2,756
Complementary ADA Service	14,925	N/A	14,925	13,619	N/A	13,619
Paratransit						
Ambulatory	27,091	7,095	34,186	38,778	4,676	43,454
Non-Ambulatory	16,619	408	17,027	23,026	0	23,026
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	63,255	7,503	70,758	78,179	4,676	82,855
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	0	N/A	0	0	N/A	0
Total - Contracted Transportation Operator Trips	0	0	0	0	0	0
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	3,557	3,557	18,516	4,561	23,077
Comm for the Transportation Disadvantaged (CTD)	21,327	N/A	21,327	23,716	N/A	23,716
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	0	0	0	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	26,894	3,751	30,645	21,737	55	21,792
Local Government	78	0	78	13,807	0	13,807
Local Non-Government	14,925	195	15,120	403	60	463
Other Federal & State Programs	31	0	31	0	0	0
Total - Revenue Source	63,255	7,503	70,758	78,179	4,676	82,855



CTC Trips (cont'd)

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	5,773	0	5,773	5,824	0	5,824
Children At Risk	30	0	30	63	0	63
Persons With Disabilities	51,355	7,503	58,858	67,039	4,676	71,715
Low Income	6,080	0	6,080	5,214	0	5,214
Other	17	0	17	39	0	39
Total - Passenger Type	63,255	7,503	70,758	78,179	4,676	82,855
Trip Purpose - One Way						
Medical	39,527	0	39,527	58,220	0	58,220
Employment	2,362	106	2,468	1,572	45	1,617
Education/Training/Daycare	2,667	7,397	10,064	2,536	4,631	7,167
Nutritional	14,922	0	14,922	12,879	0	12,879
Life-Sustaining/Other	3,777	0	3,777	2,972	0	2,972
Total - Trip Purpose	63,255	7,503	70,758	78,179	4,676	82,855
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	1,428	122	1,550	1,400	70	1,470
Total - UDPHC	1,428	122	1,550	1,400	70	1,470
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	2,262	N/A	2,262	1,682	N/A	1,682
Customer Feedback						
Complaints	10	N/A	10	23	N/A	23
Commendations	24	N/A	24	43	N/A	43



Coordination Contractor Trips

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 9/1/2022

Coordination Contractor: Florida Center for the Blind, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	389	154
Non-Ambulatory	0	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	389	154
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	0	139
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	194	5
Local Government	0	0
Local Non-Government	195	10
Other Federal & State Programs	0	0
Total - Revenue Source	389	154



Coordination Contractor Trips (cont'd)

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 9/1/2022

Coordination Contractor: Florida Center for the Blind, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	389	154
Low Income	0	0
Other	0	0
Total - Passenger Type	389	154
Trip Purpose - One Way		
Medical	0	0
Employment	106	45
Education/Training/Daycare	283	109
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	389	154
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	98	22
Total - UDPHC	98	22
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



Coordination Contractor Trips

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/26/2022

Coordination Contractor: ARC Marion, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Service Type - One Way		
Fixed Route/Fixed Schedule		
Daily Pass Trips	N/A	N/A
Weekly Pass Trips	N/A	N/A
Monthly Pass Trips	N/A	N/A
Deviated Fixed Route Service	N/A	N/A
Complementary ADA Service	N/A	N/A
Paratransit		
Ambulatory	6,706	4,522
Non-Ambulatory	408	0
Stretcher	0	0
Transportation Network Companies	N/A	N/A
Taxi	N/A	N/A
School Board (School Bus)	N/A	N/A
Volunteers	N/A	N/A
Total - Service Type	7,114	4,522
Contracted Transportation Operator		
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	N/A	N/A
Total - Contracted Transportation Operator Trips	0	0
Revenue Source - One Way		
Agency for Health Care Administration (AHCA)	0	0
Agency for Persons with Disabilities (APD)	3,557	4,422
Comm for the Transportation Disadvantaged (CTD)	N/A	N/A
Dept of Economic Opportunity (DEO)	0	0
Dept of Children and Families (DCF)	0	0
Dept of Education (DOE)	0	0
Dept of Elder Affairs (DOEA)	0	0
Dept of Health (DOH)	0	0
Dept of Juvenile Justice (DJJ)	0	0
Dept of Transportation (DOT)	3,557	50
Local Government	0	0
Local Non-Government	0	50
Other Federal & State Programs	0	0
Total - Revenue Source	7,114	4,522



**Transportation
Disadvantaged**

Coordination Contractor Trips (cont'd)

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/26/2022

Coordination Contractor: ARC Marion, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Passenger Type - One Way		
Older Adults	0	0
Children At Risk	0	0
Persons With Disabilities	7,114	4,522
Low Income	0	0
Other	0	0
Total - Passenger Type	7,114	4,522
Trip Purpose - One Way		
Medical	0	0
Employment	0	0
Education/Training/Daycare	7,114	4,522
Nutritional	0	0
Life-Sustaining/Other	0	0
Total - Trip Purpose	7,114	4,522
Unduplicated Passenger Head Count (UDPHC)		
UDPHC	24	48
Total - UDPHC	24	48
Unmet & No Shows		
Unmet Trip Requests	N/A	N/A
No Shows	N/A	N/A
Customer Feedback		
Complaints	N/A	N/A
Commendations	N/A	N/A



CTC Vehicles & Drivers

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	55,819	N/A	55,819	39,915	N/A	39,915
Complementary ADA Service Miles	126,395	N/A	126,395	120,141	N/A	120,141
Paratransit Miles	644,527	80,592	725,119	844,566	62,361	906,927
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	826,741	80,592	907,333	1,004,622	62,361	1,066,983
Roadcalls & Accidents						
Roadcalls	6	0	6	8	0	8
Chargeable Accidents	3	0	3	2	0	2
Vehicle Inventory						
Total Number of Vehicles	46	19	65	50	19	69
Number of Wheelchair Accessible Vehicles	46	5	51	50	5	55
Drivers						
Number of Full Time & Part Time Drivers	33	26	59	37	27	64
Number of Volunteer Drivers	0	0	0	0	0	0



Coordination Contractor Vehicles & Drivers

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 9/1/2022

Coordination Contractor: Florida Center for the Blind, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	14,953	2,155
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	14,953	2,155
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	6	6
Number of Wheelchair Accessible Vehicles	1	1
Drivers		
Number of Full Time & Part Time Drivers	6	7
Number of Volunteer Drivers	0	0



Coordination Contractor Vehicles & Drivers

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/26/2022

Coordination Contractor: ARC Marion, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Vehicle Miles		
Deviated Fixed Route Miles	N/A	N/A
Complementary ADA Service Miles	N/A	N/A
Paratransit Miles	65,639	60,206
Transportation Network Companies (TNC) Miles	N/A	N/A
Taxi Miles	N/A	N/A
School Board (School Bus) Miles	N/A	N/A
Volunteers Miles	N/A	N/A
Total - Vehicle Miles	65,639	60,206
Roadcalls & Accidents		
Roadcalls	0	0
Chargeable Accidents	0	0
Vehicle Inventory		
Total Number of Vehicles	13	13
Number of Wheelchair Accessible Vehicles	4	4
Drivers		
Number of Full Time & Part Time Drivers	20	20
Number of Volunteer Drivers	0	0



CTC Revenue Sources

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Revenue Sources						
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 64,442	\$ 64,442	\$ 455,675	\$ 25,083	\$ 480,758
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 748,094	N/A	\$ 748,094	\$ 796,483	N/A	\$ 796,483
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 278,827	\$ 28,500	\$ 307,327	\$ 192,597	\$ 23,356	\$ 215,953
49 USC 5311	\$ 865,484	\$ 0	\$ 865,484	\$ 50,208	\$ 0	\$ 50,208
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 1,183,721	\$ 0	\$ 1,183,721
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 56,442	\$ 56,442	\$ 44,341	\$ 0	\$ 44,341
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 915,127	\$ 0	\$ 915,127	\$ 351,001	\$ 0	\$ 351,001
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 305,849	\$ 0	\$ 305,849	\$ 47,966	\$ 0	\$ 47,966
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 58,684	\$ 0	\$ 58,684	\$ 51,516	\$ 3,165	\$ 54,681
Donations/Contributions	\$ 5,156	\$ 18,700	\$ 23,856	\$ 1,888	\$ 0	\$ 1,888
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 10,000	\$ 10,000	\$ 13,343	\$ 17,480	\$ 30,823
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 31,902	\$ 0	\$ 31,902	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 3,209,123	\$ 178,084	\$ 3,387,207	\$ 3,188,739	\$ 69,084	\$ 3,257,823



Coordination Contractor Revenue Sources

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 9/1/2022

Coordination Contractor: Florida Center for the Blind, Inc.

	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 875
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 28,500	\$ 1,378
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 0
Donations/Contributions	\$ 18,700	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 10,000	\$ 11,894
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 57,200	\$ 14,147



Coordination Contractor Revenue Sources

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/26/2022

Coordination Contractor: ARC Marion, Inc.

Revenue Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Revenue Sources		
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 64,442	\$ 24,208
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)		
Non-Sponsored Trip Program	N/A	N/A
Non-Sponsored Capital Equipment	N/A	N/A
Rural Capital Equipment	N/A	N/A
TD Other	N/A	N/A
Department of Transportation (DOT)		
49 USC 5307	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 21,978
49 USC 5311	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0
Service Development	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0
Other DOT	\$ 56,442	\$ 0
Local Government		
School Board (School Bus)	N/A	N/A
County Cash	\$ 0	\$ 0
County In-Kind	\$ 0	\$ 0
City Cash	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0
Local Non-Government		
Farebox	\$ 0	\$ 3,165
Donations/Contributions	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 5,586
Other Federal & State Programs		
Other Federal Programs	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0
Total - Revenue Sources	\$ 120,884	\$ 54,937



CTC Expense Sources

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior
Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 1,749,995	\$ 109,695	\$ 1,859,690	\$ 1,538,313	\$ 147,128	\$ 1,685,441
Fringe Benefits	\$ 182,054	\$ 7,551	\$ 189,605	\$ 492,476	\$ 30,577	\$ 523,053
Services	\$ 406,172	\$ 0	\$ 406,172	\$ 9,645	\$ 0	\$ 9,645
Materials & Supplies Consumed	\$ 384,003	\$ 25,137	\$ 409,140	\$ 508,720	\$ 23,240	\$ 531,960
Utilities	\$ 33,850	\$ 9,549	\$ 43,399	\$ 14,699	\$ 8,753	\$ 23,452
Casualty & Liability	\$ 323,897	\$ 62,069	\$ 385,966	\$ 6,578	\$ 34,674	\$ 41,252
Taxes	\$ 24,085	\$ 5,957	\$ 30,042	\$ 388,201	\$ 0	\$ 388,201
Miscellaneous	\$ 71,098	\$ 32,269	\$ 103,367	\$ 827	\$ 0	\$ 827
Interest	\$ 717	\$ 0	\$ 717	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 7,057	\$ 0	\$ 7,057	\$ 236	\$ 0	\$ 236
Capital Purchases	\$ 529,768	\$ 0	\$ 529,768	\$ 0	\$ 65,516	\$ 65,516
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 16,375	\$ 0	\$ 16,375	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Total - Expense Sources	\$ 3,729,071	\$ 252,227	\$ 3,981,298	\$ 2,959,695	\$ 309,888	\$ 3,269,583



Coordination Contractor Expense Sources

County: Marion	CTC Status: Submitted	CTC Organization: Marion Senior Services, Inc.
Fiscal Year: 07/01/2021 - 06/30/2022	Upload Date: 9/1/2022	Coordination Contractor: Florida Center for the Blind, Inc.

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 31,440	\$ 1,902
Fringe Benefits	\$ 0	\$ 0
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 7,271	\$ 287
Utilities	\$ 0	\$ 0
Casualty & Liability	\$ 18,489	\$ 567
Taxes	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 10,516
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 57,200	\$ 13,272



**Transportation
Disadvantaged**

Coordination Contractor Expense Sources

County: Marion

CTC Status: Submitted

CTC Organization: Marion Senior Services, Inc.

Fiscal Year: 07/01/2021 - 06/30/2022

Upload Date: 8/26/2022

Coordination Contractor: ARC Marion, Inc.

Expense Sources	Selected Reporting Period	Previous Reporting Period
	Coordination Contractors	Coordination Contractors
Labor	\$ 78,255	\$ 145,226
Fringe Benefits	\$ 7,551	\$ 30,577
Services	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 17,866	\$ 22,953
Utilities	\$ 9,549	\$ 8,753
Casualty & Liability	\$ 43,580	\$ 34,107
Taxes	\$ 5,957	\$ 0
Miscellaneous	\$ 32,269	\$ 0
Interest	\$ 0	\$ 0
Leases & Rentals	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 55,000
Contributed Services	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0
Purchased Transportation Services		
Bus Pass	N/A	N/A
School Board (School Bus)	N/A	N/A
Transportation Network Companies (TNC)	N/A	N/A
Taxi	N/A	N/A
Contracted Operator	N/A	N/A
Total - Expense Sources	\$ 195,027	\$ 296,616

County: Marion
 CTC: Marion Senior Services, Inc.
 Contact: Clayton Murch
 1101 SW 20 CT
 Ocala, FL 34471
 352-620-3519

Email: cmurch@marionseniorservices.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	1,550



Trips By Type of Service	2020	2021	2022	Vehicle Data	2020	2021	2022
Fixed Route (FR)	0	0	0	Vehicle Miles	1,003,678	1,066,983	907,333
Deviated FR	2,039	2,756	4,620	Roadcalls	21	8	6
Complementary ADA	16,595	13,619	14,925	Accidents	5	2	3
Paratransit	69,978	66,480	51,213	Vehicles	61	69	65
TNC	0	0	0	Drivers	70	64	59
Taxi	0	0	0				
School Board (School Bus)	0	0	0				
Volunteers	0	0	0				
TOTAL TRIPS	88,612	82,855	70,758				

Passenger Trips By Trip Purpose	2020	2021	2022
Medical	44,193	58,220	39,527
Employment	2,455	1,617	2,468
Ed/Train/DayCare	22,193	7,167	10,064
Nutritional	16,312	12,879	14,922
Life-Sustaining/Other	3,459	2,972	3,777
TOTAL TRIPS	88,612	82,855	70,758

Financial and General Data	2020	2021	2022
Expenses	\$3,634,073	\$3,269,583	\$3,981,298
Revenues	\$3,601,705	\$3,257,823	\$3,387,207
Commendations	35	43	24
Complaints	11	23	10
Passenger No-Shows	3,989	1,682	2,262
Unmet Trip Requests	5	0	0

Passenger Trips By Revenue Source	2020	2021	2022
CTD	30,240	23,716	21,327
AHCA	233	0	0
APD	1,477	23,077	3,557
DOEA	0	0	0
DOE	0	0	0
Other	56,662	36,062	45,874
TOTAL TRIPS	88,612	82,855	70,758

Performance Measures	2020	2021	2022
Accidents per 100,000 Miles	0.50	0.19	0.33
Miles between Roadcalls	47,794	133,373	151,222
Avg. Trips per Passenger	40.39	56.36	45.65
Cost per Trip	\$41.01	\$39.46	\$56.27
Cost per Paratransit Trip	\$41.01	\$39.46	\$56.27
Cost per Total Mile	\$3.62	\$3.06	\$4.39
Cost per Paratransit Mile	\$3.62	\$3.06	\$4.39

Trips by Provider Type	2020	2021	2022
CTC	72,007	78,179	63,255
Transportation Operator	0	0	0
Coordination Contractor	16,605	4,676	7,503
TOTAL TRIPS	88,612	82,855	70,758



TO: TDLCB Board Members

FROM: Rob Balmes, Director

RE: Commitment to Zero Safety Action Plan Update

Summary

On November 29, 2022, the TPO Board adopted Commitment to Zero: An Action Plan for Safer Streets in Ocala Marion. The final plan and appendices are available on the TPO's project page: <https://ocalamariontpo.org/safety-plan>.

The participation by TDLCB members throughout this process was greatly appreciated and helped lead to the development of a comprehensive plan document. Specifically, the feedback and guidance shared at the June 16, 2022 Workshop helped greatly with the development of safety strategies and emphasis areas. The TPO looks forward to continued work with TDLCB members related to transportation safety in Ocala/Marion County.

If you have any questions about the Commitment to Zero Safety Action Plan, please contact me any time at: 438-2631.